YOUR COMPANY	OUR REFERENCE

Customer satisfaction survey

ON COMPLETION OF THE WORKS · MAJOR WORKS AND PROJECTS

To help us improve our service to you, we would be grateful if you could fill in this short questionnaire. Every question is optional, so answer as many as you wish.

YOUR NAME	ORGANISATION	TELEPHONE OR EMAIL
PROJECT OR PROPERTY ADDRESS		DATE COMPLETED

About the service before the work started

SCORED 1 TO 10

How satisfied were you with the service provided by our representative who dealt with you before the work started?

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8	☐ 9	☐ 10
TOTALLY DISSATISFIED				NEITHER SATISFIED NOR DISSATISFIED					TOTALLY SATISFIED

About the works

YES OR NO, THEN A SCORE

Was the programme of works discussed and arranged with you? ☐ Yes ☐ No

If no, skip the next question.

If yes, did we keep to the programme and the arrangements? ☐ Yes ☐ No

Were our operatives polite and courteous? ☐ Yes ☐ No

Were the works completed on time? ☐ Yes ☐ No

Did our operatives tidy up after the work to your satisfaction? ☐ Yes ☐ No

How satisfied were you with the finished work?

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8	☐ 9	☐ 10
TOTALLY DISSATISFIED				NEITHER SATISFIED NOR DISSATISFIED					TOTALLY SATISFIED

About the work overall

A SCORE, THEN YOUR COMMENTS

How satisfied were you with the overall service we provided, both before and during the work?

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8	☐ 9	☐ 10

TOTALLY DISSATISFIED — NEITHER SATISFIED NOR DISSATISFIED — TOTALLY SATISFIED

Would you use us again, or recommend us?

☐ Yes ☐ No ☐ Not sure

Do you have any other comments about the work that was carried out and the service you received?

We are especially interested in suggestions of how we could improve our service to you.

May we contact you about your answers?

☐ Yes ☐ No

May we quote your comments to other customers?

☐ Yes, with my name ☐ Yes, without my name ☐ No

COMPLETED BY	ON BEHALF OF	SIGNATURE	DATE

Return this form to

Need it in another format or language, or help to fill it in? Ask us and we will arrange it.

Unhappy with our service? This questionnaire is not a complaint. To make a complaint, contact:

For office use

COMPLETED BY US

DATE RECEIVED	RECEIVED BY	LOWEST SCORE	FOLLOW-UP BY

WHAT WAS DONE, AND WHEN

GUIDANCE

Using this form

For the firm sending it. Send pages one and two, and keep this page.

When to send it	When the works are complete, within a week or two of handover, while the job is fresh. On longer works, the monthly customer feedback form asks the same questions while there is still time to act on the answers.
Who sends it	The office, not the person who ran the job. A customer will tell a form things they will not say to the supervisor standing in front of them.
Every question optional	A customer who answers three questions still leaves you three answers. A form that demands everything is abandoned halfway.
Act on it the same week	Ring the customer about any No, any score of 4 or below, or any complaint in the comments. Record what was done in the office box on page two.
Keep it with the job	File each response against the project with its date. Trends, audit evidence and the answer to a tender question then come from a filter, not a search through mailboxes.
ISO 9001	A certified firm must monitor how far customers feel their needs and expectations were met, and decide how it obtains and reviews that information. The standard gives customer surveys as an example. ISO 9001:2026 keeps the requirement. ISO 9001:2015, CLAUSE 9.1.2
Social housing	Tenant satisfaction measures come from the landlord's own perception survey, never from a survey sent after a repair. Where feedback is asked for, residents must be told how to complain, so fill in the complaints line on page two. TSM DIRECTION PARAGRAPH 35 · COMPLAINT HANDLING CODE 1.6
Every customer can answer	Offer the form in other formats and languages, and help to fill it in, so responses reflect everyone you work for, not only those who find a form easy.
Quoting comments	Quote a comment only where the customer has agreed, as page two asks. Fake reviews, and reviews published in a misleading way, are banned where the customers are consumers. DMCC ACT 2024, SCHEDULE 20 PARAGRAPH 13
Personal data	A name and contact details are personal data. Tell customers why you collect them and how long you keep them. UK GDPR ARTICLE 13